Eventide®

Communications Division

MediaAgent User Manual

- **Models VR615, VR725, and VR778**
- **Atlas Recorder Software v1.9.5 or later**

Part Number: 141115–03
Published: June 23, 2010

© 2004 – 2010 Eventide Inc. ALL RIGHTS RESERVED.

Every effort has been made to make this guide as complete and accurate as possible, but Eventide Inc. DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. The information provided is on an “as-is” basis and is subject to change without notice or obligation. Eventide Inc. has neither liability nor responsibility to any person or entity with respect to loss or damages arising from the information contained in this guide.

Notice: This computer program and its documentation are protected by copyright law and international treaties. Any unauthorized copying or distribution of this program, its documentation, or any portion thereof may result in severe civil and criminal penalties.

The software installed in accordance with this documentation is copyrighted and licensed by Eventide Inc. under separate license agreement. The software may only be used pursuant to the terms and conditions of such license agreement. Any other use may be a violation of law.

Eventide is a registered trademark of Eventide Inc.

* Other names and brands may be claimed as the property of others.

Publication Date: June 23, 2010

Document Number: 141115–03

Publisher: Eventide Inc., Communications Division, 1 Alsan Way, Little Ferry, NJ 07643, telephone: 201-641-1200

Communications Division Product Information: Visit the Eventide website at: **www.eventide.com**.

Communications Division Product Service and Technical Support:
Users: Contact your local authorized Eventide Dealer (locate a dealer on the Eventide website).
Authorized Dealers: Visit the Eventide website or email **support@eventide.com**.

Contents

Revision History **1**

1. MediaAgent Overview **3**
1.1. The Main Window 3

2. Getting Started **5**
2.1. Installing MediaAgent 5
2.2. Starting MediaAgent and Adding a Source 5
2.3. Locating and Playing Records 7

3. MediaAgent User Interface **9**
3.1. The Menu Bar 9
3.1.1. File 9
3.1.2. Playback 10
3.1.3. Tools 11
3.1.4. Help 11
3.2. Options Menu 13
3.2.1. Sources Options 14
3.2.2. General Options 15
3.2.3. Channel Groups Options 16
3.2.4. Filters Options 16
3.2.5. Instant Recall Options 17
3.2.6. Playback Options 17
3.2.7. Default Columns Options 18
3.2.8. Video Options 18
3.2.9. Change Password Options 18

4. Using MediaAgent **19**
4.1. Locating and Organizing Records 19
4.2. Creating Filters 20
4.2.1. Setting Tabs 20
4.2.2. Setting the Time Range 20
4.3. Updating Records 21
4.3.1. Properties Screen 21
4.4. Viewing and Playing Records 24
4.4.1. Viewing Records 24
4.4.2. The Record View 24

4.4.3. Playing Audio or Video Records 25
4.4.4. The Playback Console 27
4.5. Exporting Record Data 28
4.6. Monitoring Recorders 29
4.6.1. Instant Recall Tab 30
4.6.2. Channels Tab 31
4.6.3. Recorders Tab 33

5. Frequently Asked Questions 34

6. Reporting Problems 35

Revision History

This section summarizes significant changes, corrections, and additions to the document. The history appears in chronological order with the most recent document listed first. Documents are identified by part number and applicable software (SW) version.

This section tracks documentation changes. For a description of new software features and improvements introduced in a particular release, see the product release notes on the Eventide company website.

June 23, 2010

Part Number	SW	Description
141115–03	v1.9.5	General release for v1.9.5.

October 29, 2009

Part Number	SW	Description
141115–02	v1.9.1	Clarified the use of the Play button and Space bar in the following sections: • Section 2.3. Locating and Playing Records • Section 4.4.3. Playing Audio or Video Records Revised the description of the Play selected (Return key) menu item in the following section: • Section 3.1.2. Playback

May 21, 2009

Part Number	SW	Description
141115–01	v1.9.0	Initial version of this document. Much of the information in this document was previously in the *MediaAgent v1.8 User Manual* (published April 15, 2008). Global changes: • Standardized the page design and presentation of information. • Reorganized content to improve clarity and understanding. • Changes and additions for v1.9: • Video – added information to support this feature. See Section 4.4.3. Playing Audio or Video Records. • Export Media – added new information to support this feature. See Section 4.5. Exporting Record Data.

Notice Regarding Prior Documents

Revision history was not tracked for documents prior to May 21, 2009 (141115–01, v1.9.0).

1. MediaAgent Overview

The Eventide® MediaAgent™ application allows you to monitor audio and video data from Eventide recorders. You can locate records by time and channel (or groups of channels). Once found, you will be able to listen to and export the data.

Note: The term video applies to both screen capture data and video data.

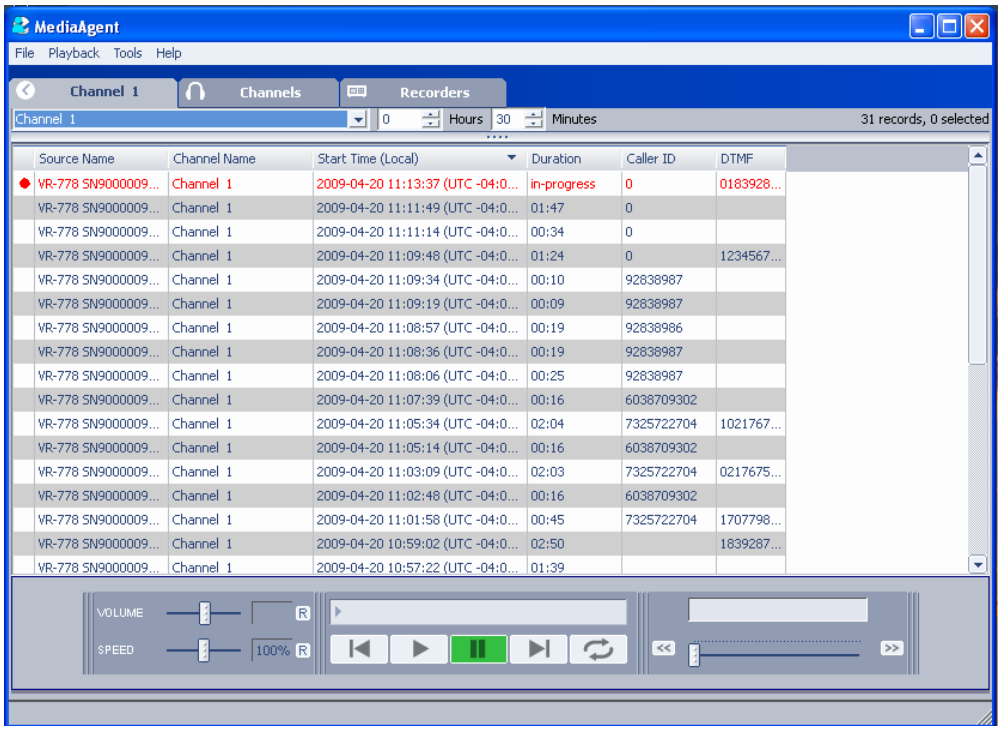
MediaAgent is primarily an instant recall client with a set of additional monitoring tools. It is geared toward users who need to quickly locate the most recent data on their recorders. As records appear on a recorder, MediaAgent will display the new record data in real time. Once records are displayed, they can be examined, updated, and listened to. MediaAgent can also monitor different aspects of the recorders, including live feeds and system alerts and status.

1.1. The Main Window

The MediaAgent Main window, Figure 1, is the primary workspace for interfacing to a recorder using MediaAgent. The main window uses tabs located across the top of the window to organize information. Clicking a tab will cause that tab to become active. The default main window includes the following tabs:

- Instant Recall Tab (See Section 4.6.1. Instant Recall Tab.)
- Channels Tab (See Section 4.6.2. Channels Tab.)
- Recorders Tab (See Section 4.6.3. Recorders Tab.)

Figure 1. MediaAgent Main Window



2. Getting Started

The following topics provide information about installing the MediaAgent software and helping you to quickly understand and begin using the MediaAgent application:

- Section 2.1. Installing MediaAgent
- Section 2.2. Starting MediaAgent and Adding a Source
- Section 2.3. Locating and Playing Records

2.1. Installing MediaAgent

From the Eventide Client software CD, double-click on the installation MSI file. This will launch the MediaAgent installer. Follow the prompts to install the MediaAgent application.

By default, MediaAgent will install to the *Eventide/MediaAgent* directory where it is accessible to all users on your system. This version of MediaAgent can be installed over previous installations.

You may change the location by clicking the Browse button and selecting a new location, but it is recommended that you accept the default installation location.

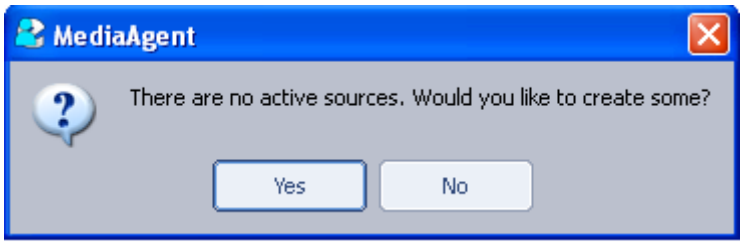
When the installation is complete, a MediaAgent icon will display on your desktop. Additionally, during installation a *..mediaajent* directory is created in your User Documents and Settings directory.

Note: If this is an upgrade installation, all previous configuration files will automatically be upgraded the first time MediaAgent is run.

2.2. Starting MediaAgent and Adding a Source

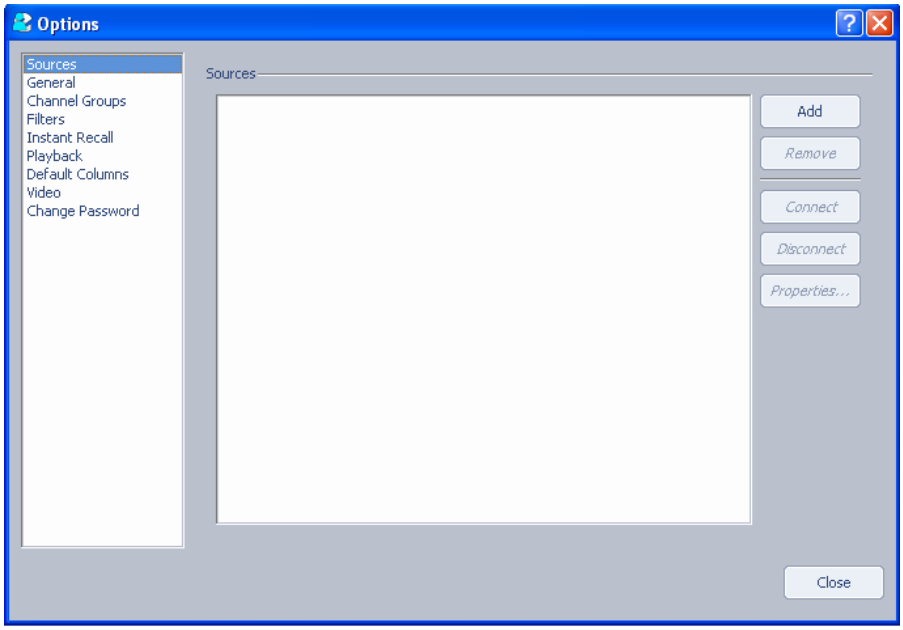
When starting MediaAgent for the first time, you will be prompted, Figure 2, to add a source. A source is an Eventide Atlas Series or DIR911t recorder.

Figure 2. Add a Source Prompt



Select **Yes** and the Options screen, Figure 3, will be displayed.

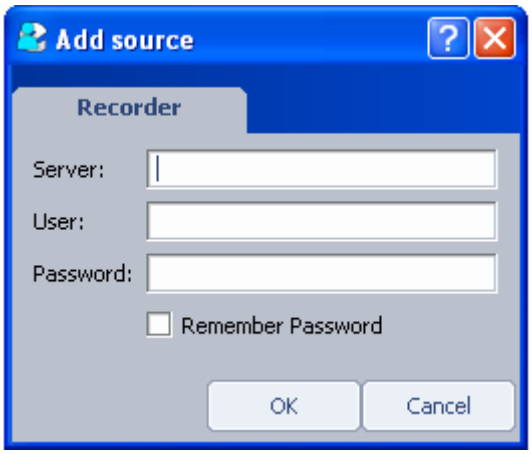
Figure 3. Options Screen



Use the following procedure to add one or more recorders:

1. Select **Sources** from the list in the box on the left side of the screen.
2. Click the **Add** button. The Add source dialog box will appear (see Figure 4).

Figure 4. Adding a Source



3. Enter the IP address or host name of the recorder in the **Server:** box.
4. Enter your user name in the **User:** box.
5. Enter your password in the **Password:** box. If you would like MediaAgent to remember your password, check the **Remember Password** box.
6. Click the **OK** button. The source will now appear in the Sources box.
7. After connecting to a source, close the **Options** dialog box.

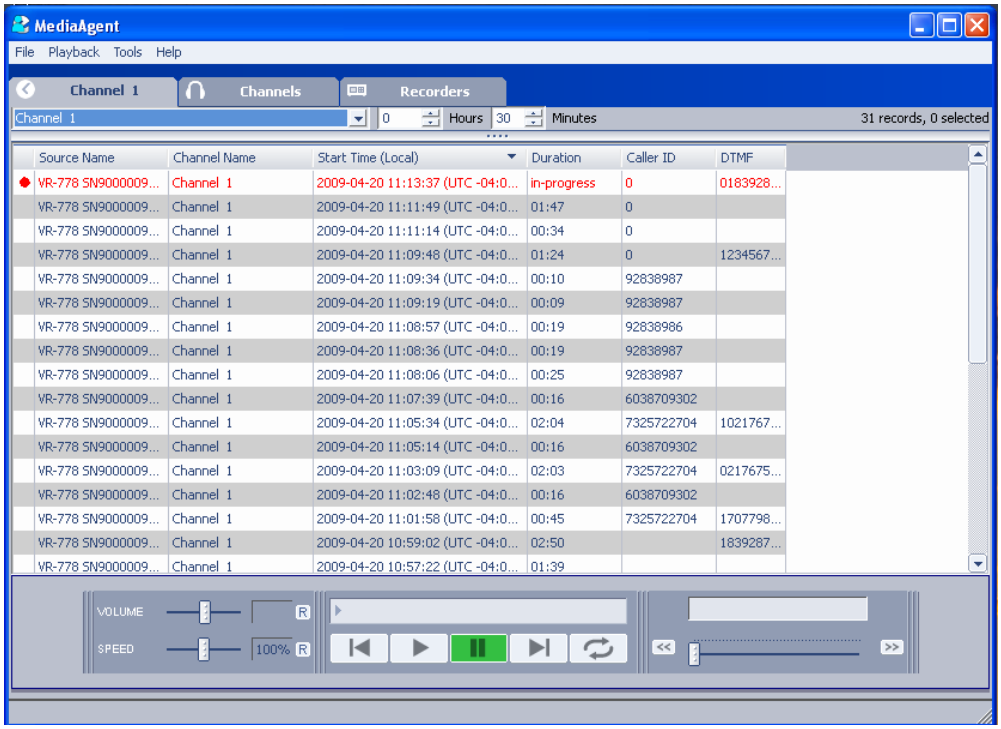
Note: After your initial MediaAgent session, if you did not initially check the Remember Password box, each time you start MediaAgent you will be promted to reconnect to a source (or sources) to which you had been previously connected. At each prompt, enter your password to connect to the respective source.

For additional information about adding a source, refer to Section 3.2.1. Sources Options.

2.3. Locating and Playing Records

The quickest way to locate records is to choose a channel with activity from the 'Instant Recall' Tab, which is initially displayed, Figure 5. Select a time frame (suitably a few hours in the past) and the records will be retrieved and displayed.

Figure 5. Instant Recall Tab



Once records are displayed, press the Play button located in the Playback Controls at the bottom of the screen, Figure 6. The first record in the list will begin playing. To play a different record, highlight the new record and press the

Enter key or double-click on the new record. Information about the currently playing record will be displayed above the playback controls at the bottom of the screen. You can adjust the volume and playback speed, or change playback position (scrub) within the record using the playback controls. For more information, see Section 4.4.4. The Playback Console.

Figure 6. Playback Controls

After retrieving records, a number of options are available. In addition to listening to the audio or viewing the video, you can export the data to disk. See Section 4.5. Exporting Record Data. Numerous other monitoring tools are available from within MediaAgent, including:

- Instant Recall (see Section 4.6.1. Instant Recall Tab)
- Live channel monitoring (see Section 4.6.2. Channels Tab)
- Alarm monitoring (see Section 4.6.3. Recorders Tab)

3. MediaAgent User Interface

In addition to the Main window, MediaAgent includes a Menu bar containing a number of sub-menu items that let you perform a number of tasks. Also, one selection from the Menu bar is the **Options** sub-menu item, selected from the **Tools** menu, which provides additional capability for using the MediaAgent application.

The following sections describe the MediaAgent user interface:

- Section 3.1. The Menu Bar
- Section 3.2. Options Menu

3.1. The Menu Bar

The Menu bar is located at the top of the MediaAgent window. A number of menu selections have shortcut keys associated with them and are displayed to the right of the menu selection. Also, if a menu selection includes an associated shortcut key, the shortcut key is shown parenthetically in the following descriptions.

The Menu bar includes the following menu items:

3.1.1. File

Selecting **File** from the Menu Bar provides the following menu items:

New Tab

The **New Tab** menu item opens a new tab in the active top-level window. Choose a tab name from the list that appears. The list includes:

- Instant Recall (Ctrl+R)
- Channels (Ctrl+L)
- Recorders (Ctrl+E)

Close Tab (Ctrl+W)

This menu item closes the active tab on the active top-level window. You cannot close the last tab on a window.

Exit (Ctrl+Q)

Selecting the **Exit** menu item closes all top-level windows and exits the MediaAgent program.

3.1.2. Playback

Selecting **Playback** from the Menu Bar provides the following menu items:

Toggle Playback (Space bar)

Checking this box starts playback. Un-checking this box stops playback.

Play Selected (Return key)

The **Play Selected** menu item starts playback on the selected record. If there is no selection, the first record in the list will begin playing.

Next Record (Shift+Right arrow)

The **Next Record** menu item skips to the start of the next record as listed in the Record view.

Previous Record (Shift+Left arrow)

Selecting **Previous Record** skips to the previous record as listed in the record view, or skips to the beginning of the current record, depending on the time that the current record has been playing. If the current record has been playing for less than 3 seconds, it will skip to the previous record. If the current record has been playing for more than 3 seconds, it will skip to the beginning of the currently playing record.

Skip Forward (Right arrow)

The **Skip Forward** menu item scrubs forward by a user-defined number of seconds (default is 10). Scrubbing remains within the bounds of the currently playing record.

Skip Back (Left arrow)

The **Skip Back** menu item scrubs backward by a user-defined number of seconds (default is 10). Scrubbing remains within the bounds of the currently playing record

Loop Playback

Checking the **Loop Playback** box loops playback between user-defined start and end looping points. If no user-defined start and end looping points have been set, the entire record will be looped. If start and end points have been set within the record, checking **Loop Playback** will initiate loopback between these two points.

3.1.3. Tools

Selecting **Tools** from the Menu Bar provides the following menu items:

Refresh (F5)

The **Refresh** menu item refreshes the list of records in the active tab.

Options…

The **Options...** menu item opens the MediaAgent **Options** dialog box, where various applications settings can be adjusted. For additional information about the **Options** dialog box, see Section 3.2. Options Menu.

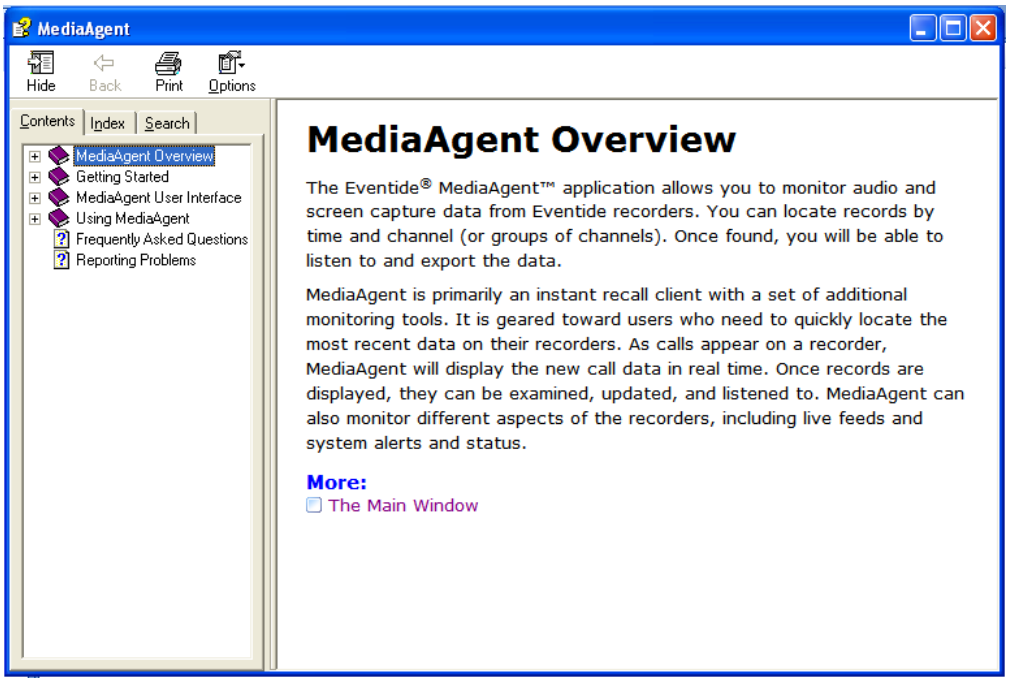
3.1.4. Help

Selecting **Help** from the Menu Bar provides the following menu items:

Contents…

Selecting **Contents...** from the Help menu activates the MediaAgent HTML Online Help, Figure 7. This allows you to access MediaAgent topics from the Contents, Index, or Search tabs.

Figure 7. Contents Online Help


MediaAgent
Hide
Back
Print
Options
Contents
Index
Search
MediaAgent Overview
Getting Started
MediaAgent User Interface
Using MediaAgent
Frequently Asked Questions
Reporting Problems
MediaAgent Overview
The Eventide® MediaAgent™ application allows you to monitor audio and screen capture data from Eventide recorders. You can locate records by time and channel (or groups of channels). Once found, you will be able to listen to and export the data.
MediaAgent is primarily an instant recall client with a set of additional monitoring tools. It is geared toward users who need to quickly locate the most recent data on their recorders. As calls appear on a recorder, MediaAgent will display the new call data in real time. Once records are displayed, they can be examined, updated, and listened to. MediaAgent can also monitor different aspects of the recorders, including live feeds and system alerts and status.
More:
The Main Window

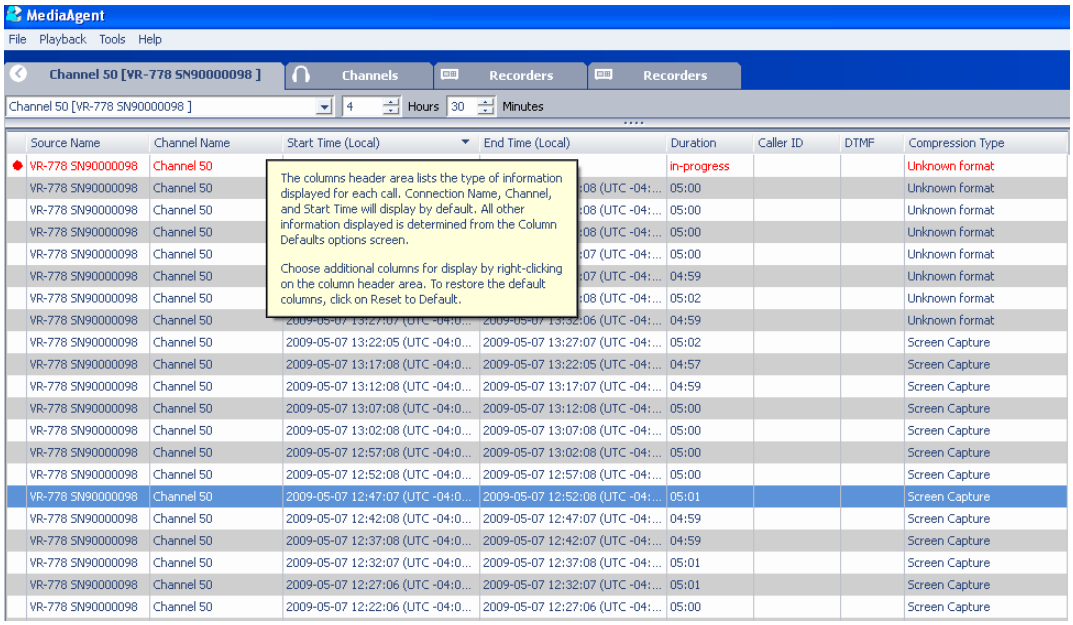
Frequently Asked Questions…

Selecting **Frequently Asked Questions...** from the Help menu invokes the MediaWorks Frequently Asked Questions help.

What's this? (Shift+F1)

Selecting **What's this?** from the Help menu or pressing the **Shift + F1** keys displays a question mark (?) to the right of the cursor. Moving the question mark to an area of the screen and then clicking will display a brief explanation about the selected field or screen area. See Figure 8.

Figure 8. What's This? Online Help


MediaAgent
File Playback Tools Help
Channel 50 [VR-778 SN90000098]
Channels
Recorders
Recorders
Channel 50 [VR-778 SN90000098]
4
Hours
30
Minutes
Source Name
Channel Name
Start Time (Local)
End Time (Local)
Duration
Caller ID
DTMF
Compression Type
The columns header area lists the type of information displayed for each call. Connection Name, Channel, and Start Time will display by default. All other information displayed is determined from the Column Defaults options screen.
Choose additional columns for display by right-clicking on the column header area. To restore the default columns, click on Reset to Default.

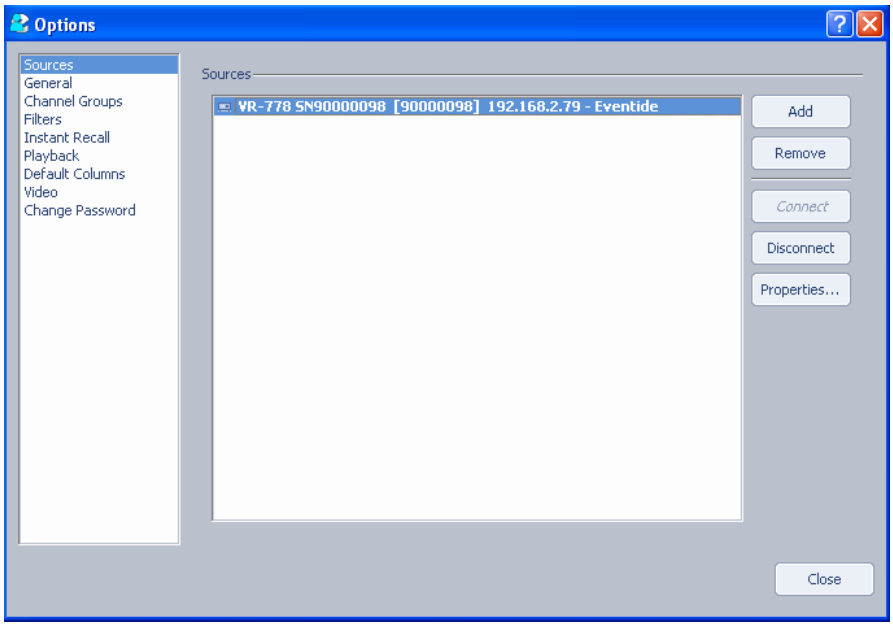
About

Selecting **About** from the Help menu provides information about this release of MediaAgent.

3.2. Options Menu

The **Options** menu, Figure 9, provides a number of options for working with MediaAgent. Through the Options menu, you can perform a number of tasks and adjustments to MediaAgent.

Figure 9. Options Window



The options include the following:

3.2.1. Sources Options

This option allows you to add or remove a MediaAgent source or, once added, to disconnect and reconnect to a source. To add a new connection to an Atlas Series recorder or to an offline archive, click the **Add** button. In the **Add source** dialog box that appears, enter the following:

- **Source:** Enter the IP address or host name of the recorder (or file path to an offline archive) to which you wish to connect.
- **User:** Enter your user name if connecting to a recorder.
- **Password:** Enter your password if connecting to a recorder.

Then click the **OK** button to add the selected source.

Note: When adding a source, you can optionally instruct MediaAgent to remember your password. Then, in the future, MediaAgent will log you in to the source immediately, without prompting for a password.

All connected resources will be reconnected when restarting MediaAgent.

To completely remove a source from the list, select the source and then click the **Remove** button.

After a source has been added, you can connect and disconnect from any source in the list, as necessary, without having to go through the process of adding a source. To disconnect from a source, select the source and click the **Disconnect** button. To reconnect to that source, select the source and click the **Connect** button.

3.2.2. General Options

The General options allow you to modify MediaAgent general application settings. These include:

Minimize to system tray

Check this box to prevent MediaAgent from shutting down when closing the main window. Instead of exiting the application, MediaAgent will be minimized to the system tray of the task bar. MediaAgent can be easily restored by double-clicking on the system tray icon or right-clicking and choosing “Restore MediaAgent”.

Play first track on double-click restore from system tray

Check this box to have the first track in the active Instant Recall window begin playing if you double-click to restore MediaAgent from the system tray.

Notify when new Alarms appear

Enable this selection to be notified of new alarms on any of your connected sources.

Do not notify on Recorders tab

Check this box if you have the Recorders tab open often and you do not want the duplicate alarm notification.

Make notifications audible

Enable this option to have a sound play when the Alarm notification box is visible.

Audible alert sound

You may choose any of the following default system sounds, or choose your own sound to be played, if **Make notifications audible** is enabled:

- Exclamation
- Asterisk
- Default Beep
- Hand
- Question

- Choose a file from disk…

Repeat audible alert (every 5 seconds)

Enable this option to have your chosen sound loop for as long as the Alarm notification message box is visible.

Elevate Configuration Button

Click on this button to copy your current MediaAgent configuration to the machine defaults. You must have Administrator privileges to perform this function.

3.2.3. Channel Groups Options

A Channel Group is a collection of one or more channels. MediaAgent uses Channel Groups in the Instant Recall tabs.

In the Instant Recall tab, Channel Groups can be selected as the active filter. This allows Instant Recall to monitor more than one channel at a time.

To create a new Channel Group, select **Channel Groups** from the Options list. The Options dialog box will display a **Sources** list and a **Groups** list. Click on the **Add Group** button. You will be prompted to enter a Group Name. After the group has been created, it is initially empty. Add channels to the group by first selecting one or more channels from the Sources list on the left. Then click on the arrow button in the center to add the selected channels to the group. You can add channels from a different source by selecting another source from the drop-down list above the channel list.

You can edit an existing Channel Group by selecting it from the Groups list on the right. Remove individual channels from a group by first selecting them and then clicking the **Remove Channel** button. You can remove an entire Channel Group by selecting the group and clicking the **Remove Group** button.

3.2.4. Filters Options

Filters are used in Instant Recall to limit the live record view. A filter is a single channel name, or Channel Group. Use the Filters option to define which filters are visible in an Instant Recall tab.

To add a Channel Name filter, select one or more channels from the **Channels** list and click on the associated arrow button. To add a Channel Group filter, select one or more groups from the **Groups** list and click on the associated arrow button.

The order in which the filters appear in the Instant Recall tab can also be adjusted. To change the order of filters, select one or more filters from the Visible list and then click the up or down arrow to change the relative order.

To prevent a filter from showing up in the Instant Recall, select the filter from the **Visible** list and click the **Remove Filter** button.

3.2.5. Instant Recall Options

Instant Recall allows you to monitor recent channel activity. There is, however, a maximum record limit to each Instant Recall tab. The Instant Recall options include the following:

Maximum Records

Use the up or down arrows to increase or decrease the **Maximum Records** value. It is recommended that this value be left at the default setting of 5000 or lower as increasing the number may impact performance.

Hours/Minutes (Display Time)

Each Instant Recall tab contains a default time window, within which records are displayed. Use the up or down arrows to increase or decrease the **Hours:** and **Minutes:** values.

Note: Depending on your user account, the amount of time you can set may be limited by your system administrator.

3.2.6. Playback Options

The Playback options allow you to adjust global playback behavior.

Ignore Audio Discontinuities

Certain analog capture boards are occasionally prone to small continuity jitter, while recording audio. To suppress warnings about these audio anomalies, check the **Ignore Audio Discontinuities** box. To see all audio continuity warnings while playing audio, leave this box unchecked.

Skip Interval

Adjust the **Skip Interval** to specify the number of seconds to be scrubbed forward or backward when using the **Skip Forward** or **Skip Back** menu selections from the Playback menu (See Section 3.1.2. Playback) or the skip forward (>>) or skip back (<<) controls on either side of the slider in the Playback Console (see Section 4.4.4. The Playback Console).

3.2.7. Default Columns Options

The **Default Columns** option allows you to specify the default columns displayed when opening a new Instant Recall tab. From the available column list on the left, select a column to add and click the right arrow button. The column will then move to the box on the right. To remove a column, select one from the list on the right and click the left arrow button. The order in which the default columns are displayed can be changed; select a column from the list on the right and adjust its position by clicking on the up or down arrow button.

3.2.8. Video Options

The Video options allow you to include the time in the video display.

Show Time in the video display

Check this box to include the time, as defined in the Recorder Setup configuration, in the video display.

Show UTC time in the video display

Check this box to show the time as Universal Time Coordinated (UTC, a.k.a. Greenwich mean time) in the video display.

3.2.9. Change Password Options

For those sources that support it, your current password can be changed. Select a source from the list and enter your new password in the **New password:** box. Enter the new password again in the **Repeat new password** box and then click on the **Apply** button. Your password will now be changed on the source recorder.

4. Using MediaAgent

MediaAgent is geared toward users who need to quickly locate the most recent data on their Eventide recorders. As records appear on the recorder, MediaAgent will display the new record data in real time. Once records are displayed, they can be examined, updated, and listened to.

MediaAgent can also monitor different aspects of your Eventide recorders, including live audio feeds and system alerts and status.

The following sections provide information about using the MediaAgent application:

- Section 4.1. Locating and Organizing Records
- Section 4.2. Creating Filters
- Section 4.3. Updating Records
- Section 4.4. Viewing and Playing Records
- Section 4.5. Exporting Record Data
- Section 4.6. Monitoring Recorders

4.1. Locating and Organizing Records

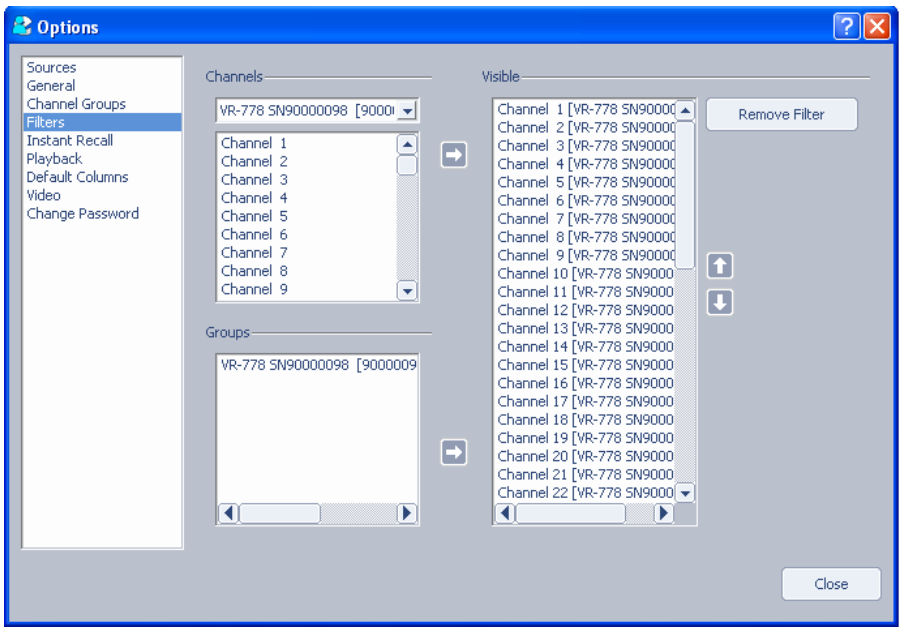
The process for finding and organizing records includes the following steps:

- Creating filters that encompass one or more channels on the recorder. See Section 4.2. Creating Filters.
- Creating a new tab for each filter. See Section 4.2.1. Setting Tabs.
- Setting the time range on each tab. See Section 4.2.2. Setting the Time Range.

4.2. Creating Filters

Filters are used in Instant Recall to limit the live record view. A filter is a single Channel or Channel Group. Use the Filters Option, Figure 10, to define which filters are visible in an Instant Recall tab.

Figure10. Filters Option



To add a Channel filter, select one or more channels from the **Channels** list and click on the associated arrow button. To add a Channel Group filter, select one or more groups from the **Groups** list and click on the associated arrow button.

The order in which the filters appear in the Instant Recall tab can be adjusted. To change the order of filters, select one or more filters from the **Visible** list and click the up or down arrow to change the relative order.

To prevent a filter from appearing in the Instant Recall, select the filter in the Visible list and click on the **Remove Filter** button.

4.2.1. Setting Tabs

The most efficient organization for monitoring a recorder with Instant Recall is to create one tab per filter. The Instant Recall tab provides a configurable window into the activity on one or more channels. For more information about the Instant Recall tab, see Section 4.6.1. Instant Recall Tab.

4.2.2. Setting the Time Range

To set the time range on an Instant Recall tab, enter a value for the Hours and Minutes in the boxes at the top of the screen. The Instant Recall tab will

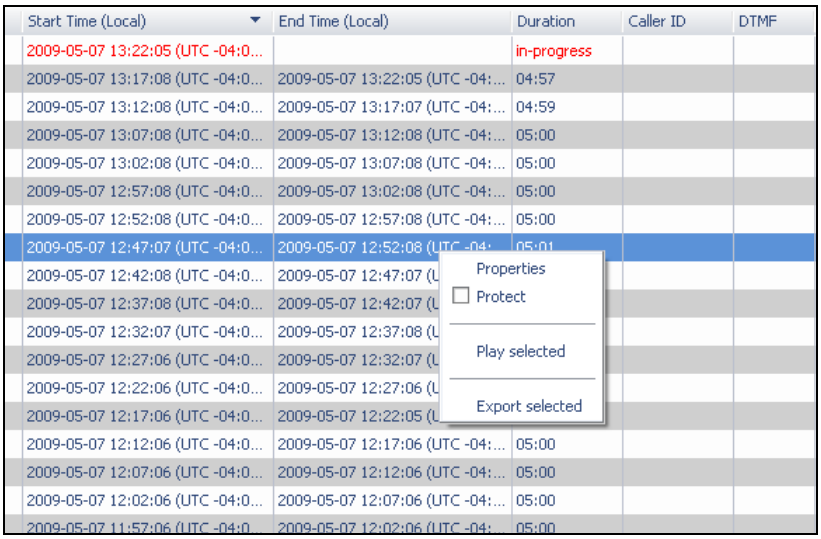
automatically refresh the record view. For more information, see Section 4.6.1. Instant Recall Tab.

Note: Depending on your user account, the amount of time you can set may be limited by your system administrator.

4.3. Updating Records

Once records have been located, there are a number of ways to examine their properties. From an Instant Recall tab, records can be sorted in any direction using any available column. Examine detailed properties for any record by right-clicking a record and selecting Properties from the drop-down menu, Figure 11.

Figure11. Instant Recall Menu



4.3.1. Properties Screen

The Properties screen lists the attributes of the selected call record and includes the following tabs:

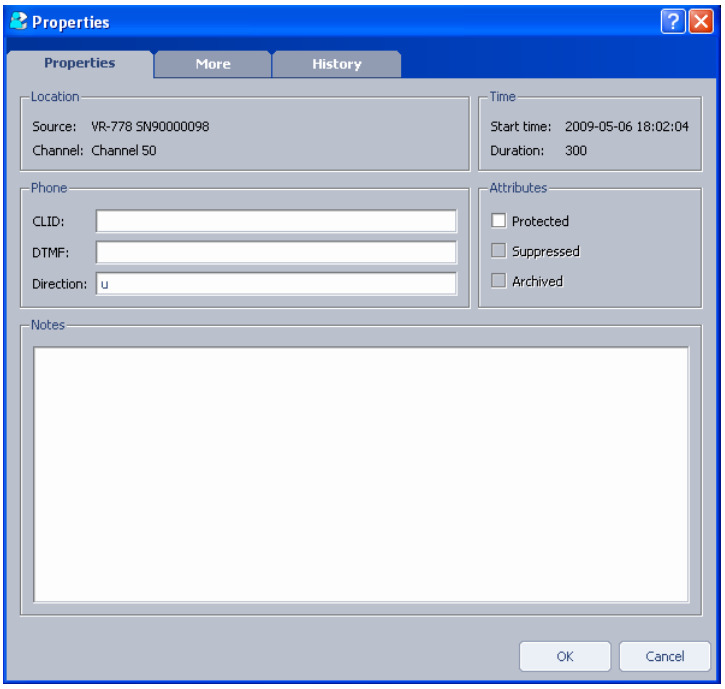
- Properties – provides information about the record properties. See Figure 12.
- More – allows you to add information about the record. See Figure 13.
- History – Provides a history of the record. See Figure 14.

Properties Screen – Properties Tab

The **Properties** tab provides detailed information about the record's location, time, and phone. You may add information about the record in the **Notes** box.

Check the **Protected** box in the Attributes section to prevent the record from being deleted.

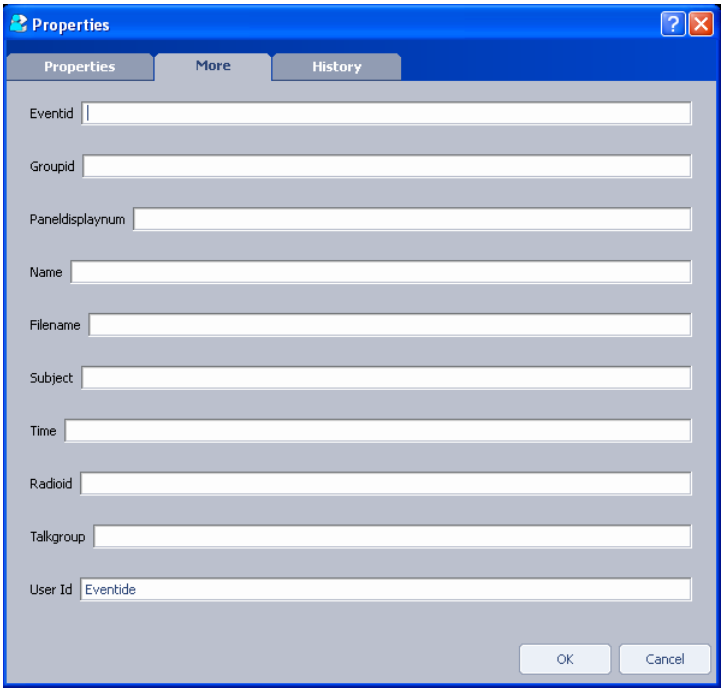
Figure12. Properties Screen – Properties Tab



Properties Screen – More Tab

The **More** tab includes the custom fields specific to your recorder that contain additional information about the record. From this screen, you may edit any of the custom field information.

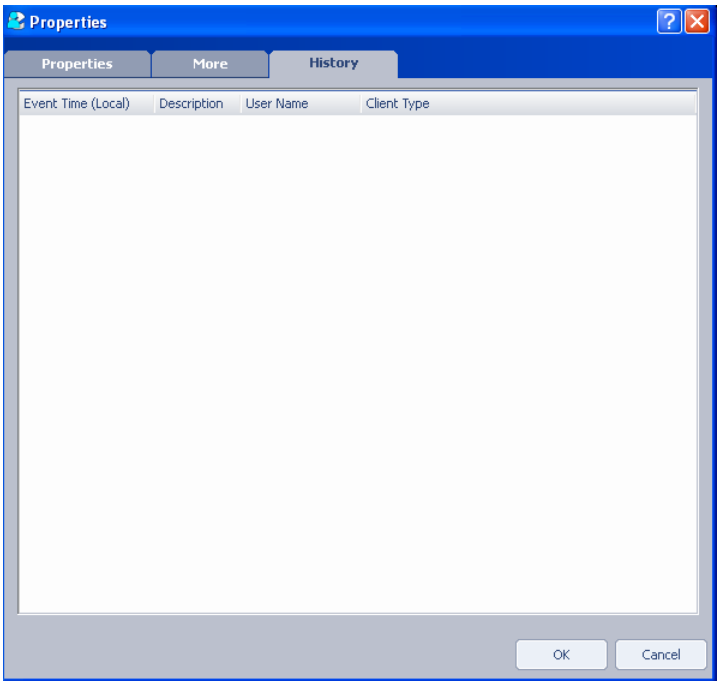
Figure 13. Properties Screen –More Tab



Properties Screen – History Tab

The **History** tab provides an audit history of each time this record has been accessed, including the related user information.

Figure 14. Properties Screen –History Tab



4.4. Viewing and Playing Records

After you have found and organized records as described in Section 4.1. Locating and Organizing Records, you may view and play the records.

4.4.1. Viewing Records

Records are displayed for viewing in the Instant Recall tab and are shown in a tabular list. The view can be customized in that it supports a number of different column and sorting options. From the record list you can:

- Play the records. See Playing Audio Records or Playing Video Records.
- Export the audio or video data to a file. See Section 4.5. Exporting Record Data.

4.4.2. The Record View

The Record view in the Instant Recall tab presents data in tabular format. You may sort the information in any way by clicking on the appropriate column header. A small arrow will indicate the sort direction. To reverse the sort, click

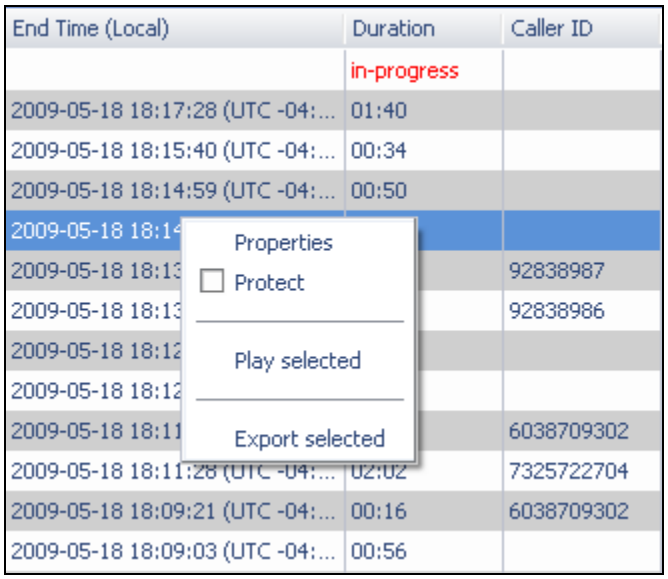
the column header again. Columns can also be reorganized. Click and drag any column header and drop it into a new position. The type and number of columns can also be customized. Right-click any column and a menu of available column names will appear. To add a column, select it from this menu. To remove a column, deselect it. To reset the columns to their user-defined default value, select the Reset to Default option. For more information about this, see the Default Columns section.

To play audio or video data in Instant Recall, double-click the desired record or highlight the record and press the **Enter** key. Playback of the audio or video data will begin. Instant Recall only supports sequential record playback. For more information, see Section 4.4.3. Playing Audio or Video Records.

Record View Menu Options

Selecting a record in the Record view of the Instant Recall tab and then right-clicking on that record causes the Record View menu to appear, Figure 15.

Figure 15. Record View Menu



The Record View menu selections include:

- **Properties** – See Section 4.3.1. Properties Screen.
- **Protect** – Checking this box prevents the selected record from being deleted.
- **Play selected** – Causes the selected record to start playing. See Section 4.4.3. Playing Audio or Video Records.
- **Export selected** – See Section 4.5. Exporting Record Data.

4.4.3. Playing Audio or Video Records

Once you have located records, you have a number of options for playing the records. Records are played one record at a time, in the order in which they appear in the record list. To change the play order, sort the list of records differently. Playback will adapt to the new sequence.

MediaAgent supports single record playback. Audio or video can be streamed from an Eventide recorder only. Audio volume and playback speed can be individually adjusted, and seeking random playback positions ("scrubbing") is supported.

Playback is controlled via the Playback console at the bottom of the screen. See Section 4.4.4. The Playback Console.

Playing Audio Records

To begin playing the audio from a record, press the Play button in the Playback console at the bottom of the screen. The first record in the list will begin playing. To indicate where the playback is emanating from, a green arrow appears on the right side of the tab at the top of the screen and another green arrow appears to the left of the channel in the Record View.

Alternatively, select a record and press **Enter** on the keyboard to begin playback, or press the **Spacebar** on the keyboard to begin, pause, and resume playback. Once the first record has been selected, the **Spacebar** can only be used to pause and resume play on that record. To select another record, highlight the new record and press the **Enter** key or double-click on the new record.

You may also use the sub-menu items in the Playback menu to control playback or right-click the desired record and select **Play selected** from the Record View drop-down menu.

Playback of an individual record can also be started by double-clicking on the record. To select another record for playback, just double-click the record in the Record view. The record will start playing immediately.

Playing Video Records

To begin playing a video record, press the Play button in the Playback console at the bottom of the screen. The first record in the list will begin playing. You may select a different record from the list by highlighting the record in the list. The selected record will begin playing instead. Press the Pause button to stop playback and the Play button to resume playback.

Alternatively, select a record and press **Enter** on the keyboard to begin playback, or press the **Spacebar** on the keyboard to begin, pause, and resume playback. Once the first record has been selected, the **Spacebar** can only be used

to pause and resume play on that record. To select another record, highlight the new record and press the **Enter** key or double-click on the new record.

You may also use the sub-menu items in the Playback menu to control playback or right-click the desired record and select **Play selected** from the Record View drop-down menu.

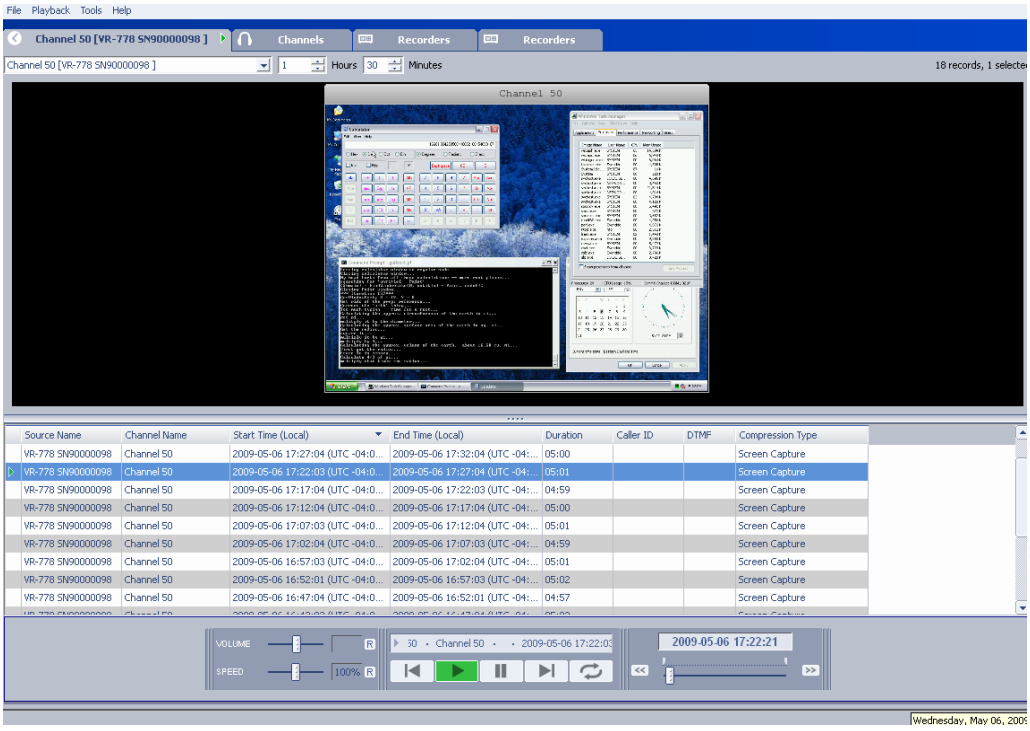
Playback of an individual record can also be started by double-clicking on the record. To select another record for playback, double-click the record in the Record view. The record will start playing immediately.

When starting playback of a video record, a new pane displaying the video will appear in the upper half of the main window above the Record list, Figure 16. You may expand this screen by right-clicking anywhere in the video area and choosing **Detach** from the drop-down menu. Once detached, you may expand the size of the screen by dragging on its sides. To restore the video screen to the upper pane, right-click on the detached screen and select **Attach** (or click on the X in the upper right corner of the screen).

Note: You can also increase or decrease the size of the video screen by moving the divider bar between the record list and the video display up or down.

To select another record on the same channel for playback, double-click the record in the Record view. The record will start playing immediately.

Figure 16. Video Record

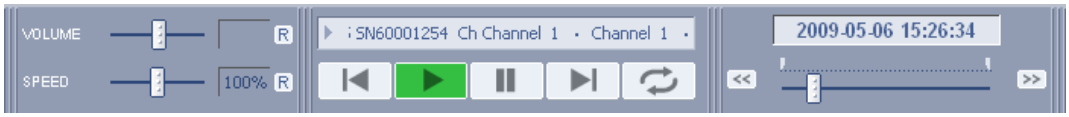


4.4.4. The Playback Console

The Playback Console (Figure 17), located at the bottom of the screen, allows you to control all aspects of playing records. From the Playback Console you can adjust the volume and speed of the record being played:

- **Volume** – Use this slider to increase or decrease the output volume of an audio record. Moving the slider to the right increases the volume; moving it to the left decreases the volume. Pressing the R button to the right of the slider will reset the slider to the default position of "0."
- **Speed** – Use this slider to increase or decrease the playing speed of the record. Moving the slider to the right increases the speed; moving it to the left decreases the speed. Pressing the R button to the right of the slider will reset the slider to the default position of "100%."

Figure 17. Playback Console



The buttons in the center of the console include:

- **Rewind** – If playback is less than 3 seconds into the record, moves to previous record in the selected sequence. If playback is more than 3 seconds into the record, resets to the start of the current record.
- **Play** – Plays any highlighted record, or resumes playback after pausing.
- **Pause** – Pauses playback.
- **Fast Forward** – Moves to the next record in the selected sequence.
- **Loop** – Loops playback for the selected record. The loop can be between the beginning and end of the record or between the loop boundary settings within the record.
- **Slider** – The slider on the right side of the console allows you to change the playback position. This is known as scrubbing. You can scrub at anytime during playback. To quickly move to a different spot within a record, click and drag the scrub slider. While scrubbing, keep track of the position by watching the playback time indicator.

  You may also click on the double arrow buttons on either side of the slider to skip forward (>>) or skip back (<<) by the amount of time defined by the Skip Interval option (see Skip Interval).

While a record is being played, its attributes scroll right to left in the area above the playback controls. This information includes recording time, length of the

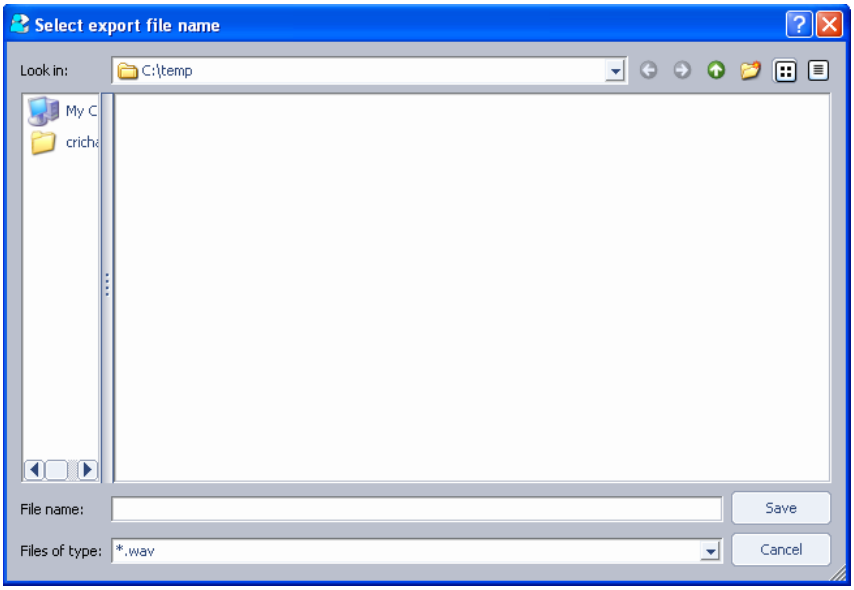
record, the recorder from which the record was retrieved, and the record's channel number.

4.5. Exporting Record Data

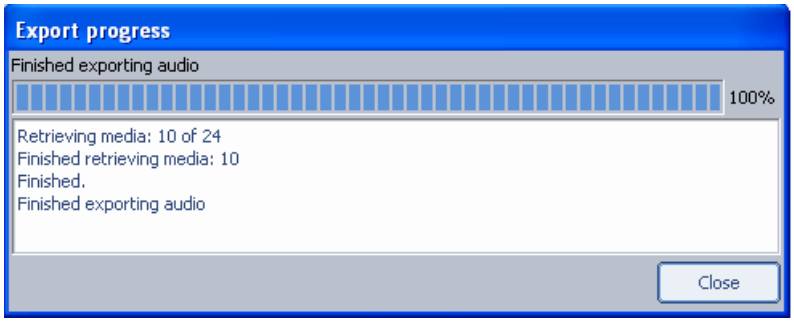
MediaAgent can export audio and video data from your recorders in the format in which it was recorded. Once records are visible in the Instant Recall tab, perform the following:

1. Right-click on the record that you wish to export.
2. Select **Export selected** from the drop-down menu. The **Select export file name** screen, Figure 18, will be displayed.

Figure 18. Select export file name Screen



3. Using the arrows at the top of the screen, select the directory/folder to which you wish to export this record. This information will then be displayed in the **Look in:** box.
4. At the bottom of the screen, enter a file name for the record in the **File name:** box.
5. Click on the **Save** button. An Export progress box will be displayed which will indicate the progress of exporting the record.



6. When the exporting completes, click on the **Close** button. The exported record will now be saved in the directory/folder that you selected.

4.6. Monitoring Recorders

MediaAgent allows you to monitor the live audio feeds on a recorder. In addition, there are tools to monitor channel activity as well as the health and status of a recorder.

4.6.1. Instant Recall Tab

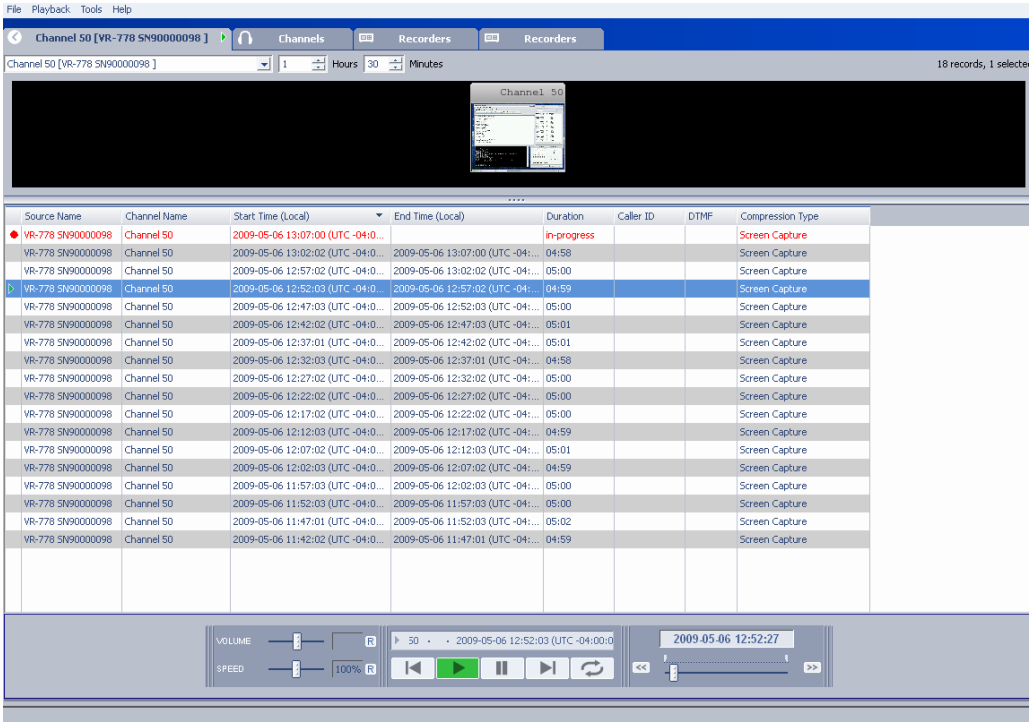
The **Instant Recall** tab, Figure 19, provides a live window into the activity on one or more channels. The most efficient method for monitoring a recorder with Instant Recall is to create one tab per filter. See Section 4.2. Creating Filters.

To open a new Instant Recall tab, select **New Tab** from the **File** menu and select **Instant Recall** from the drop-down list.

The Instant Recall tab's main controls are positioned at the top of the screen and include:

- A drop-down list of channel filters to narrow the instant recall window.
- An adjustable time period that allows you to set the time window for which records will appear.

Figure 19. Instant Recall Tab



By default, Instant Recall will contain filters for each channel name on a connected source. (To create customized filters, see Section 3.2.4. Filters Options.) The records displayed in the record view will correspond to the selected filter, and will also correspond to the specified time range.

To adjust the time range, enter a new value for **Hours** and **Minutes**. Instant Recall will automatically refresh the record view. To change the channel that is displayed, select a new channel name from the drop down list. The record view will again be automatically refreshed. Alternatively, you can refresh the record view by selecting **Refresh** from the **Tools** menu.

Note: Depending on your user account, the amount of time you can set may be limited by your system administrator.

The Instant Recall record view can be customized by right-clicking on any area in the column headers. A drop-down menu with a list of column names will be displayed. To add a new column, check the box associated with the column name. To remove an existing column, uncheck the box associated with that column name.

Columns can also be re-arranged. To move a column to a new position, click on the column header, hold down the mouse and drag the column header to a new position, then release the mouse. The column will then re-position itself.

4.6.2. Channels Tab

The **Channels** tab, Figure 20, displays all physical channels in a list below each source and provides live status information for all physical channels on a recorder. To open a new Channels tab, select **New Tab -> Channels** from the **File** menu.

Right-clicking anywhere in the screen below the column heads displays a drop-down menu that includes two items:

- **Group** – Checking this box groups the channels by their respective recorders.
- **Filter** – Checking this box will filter out all channels that are not actively recording and display only those channels that are actively recording.

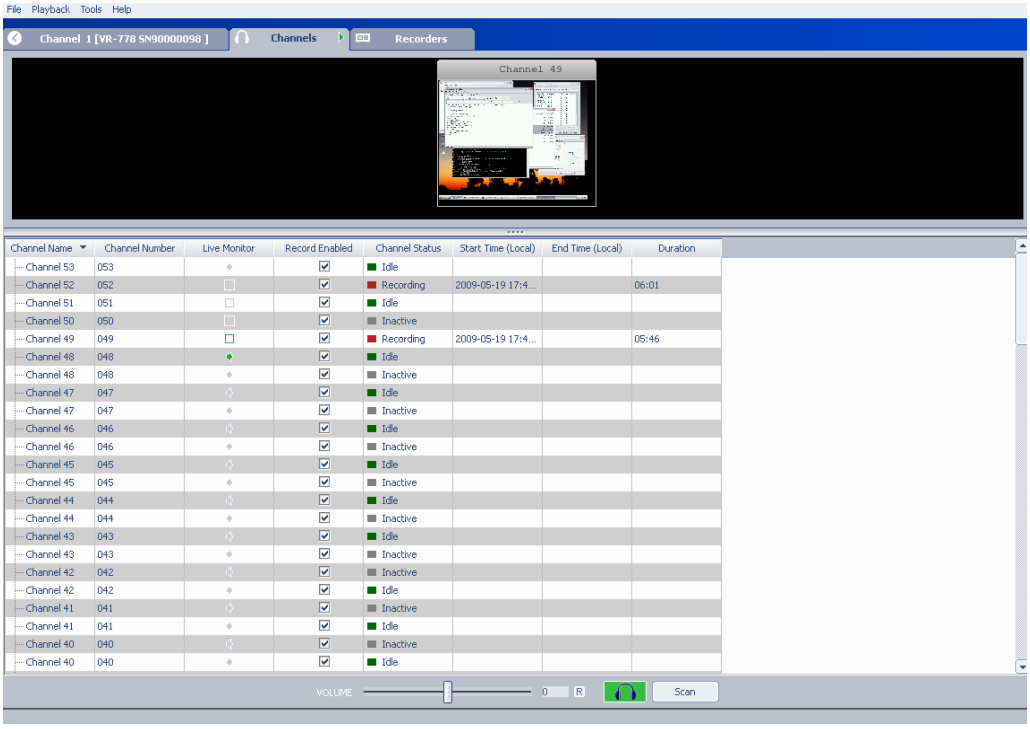
If you check the **Group by recorder** box, each connected source appears in the Channels list. Expanding the tree information reveals all channels on the source.

To sort the list of channels, click on the **Channel Name** or **Channel Number** header; a small arrow will indicate the sort direction. To reverse the sort, click the header section again.

Each channel is displayed with the Channel Name, Channel Number, and current Channel Status. To enable live monitoring of the data currently playing on a channel, toggle the **Live Monitor** icon for the selected channel. For a channel recording video information, when you select Live Monitor the video will be displayed in the upper half of the Channels tab screen. By right-clicking anywhere in the video screen area and choosing **Detach**, you may detach the video from the Channels screen and expand the size by dragging any of the borders. To restore the video screen to the Channels screen, right-click on the detached screen and select **Attach** (or click on the X in the upper right corner of the screen).

To enable recording on a channel, check the **Record Enabled** checkbox. If checkbox is deselected, any audio or video currently being recorded will stop until the Record Enabled checkbox is re-checked. Multiple channels can be monitored simultaneously. Adjust the overall volume level for an audio channel using the volume slider at the bottom of the window.

Figure 20. Channels Tab


File Playback Tools Help
Channel 1 [VR-778 SN90000098]
Channels
Recorders
Channel 49
Channel Name | Channel Number | Live Monitor | Record Enabled | Channel Status | Start Time (Local) | End Time (Local) | Duration
Channel 53 | 053 | Idle
Channel 52 | 052 | Recording | 2009-05-19 17:4... | 06:01
Channel 51 | 051 | Idle
Channel 50 | 050 | Inactive
Channel 49 | 049 | Recording | 2009-05-19 17:4... | 05:46
Channel 48 | 048 | Idle
Channel 48 | 048 | Inactive
Channel 47 | 047 | Idle
Channel 47 | 047 | Inactive
Channel 46 | 046 | Idle
Channel 46 | 046 | Inactive
Channel 45 | 045 | Idle
Channel 45 | 045 | Inactive
Channel 44 | 044 | Idle
Channel 44 | 044 | Inactive
Channel 43 | 043 | Idle
Channel 43 | 043 | Inactive
Channel 42 | 042 | Inactive
Channel 42 | 042 | Idle
Channel 41 | 041 | Inactive
Channel 41 | 041 | Idle
Channel 40 | 040 | Inactive
Channel 40 | 040 | Idle
VOLUME
Scan

The status of each channel is displayed in the Channel Status column. A colored square indicates the current status. The colors correspond to the following states:

- **Green** – The channel is enabled, but not recording any audio.
- **Red** – The channel is enabled and recording audio.
- **Yellow** – The channel is disabled.
- **Grey** – The channel is disabled by the system or is not recognized. Consult your system administrator for details.

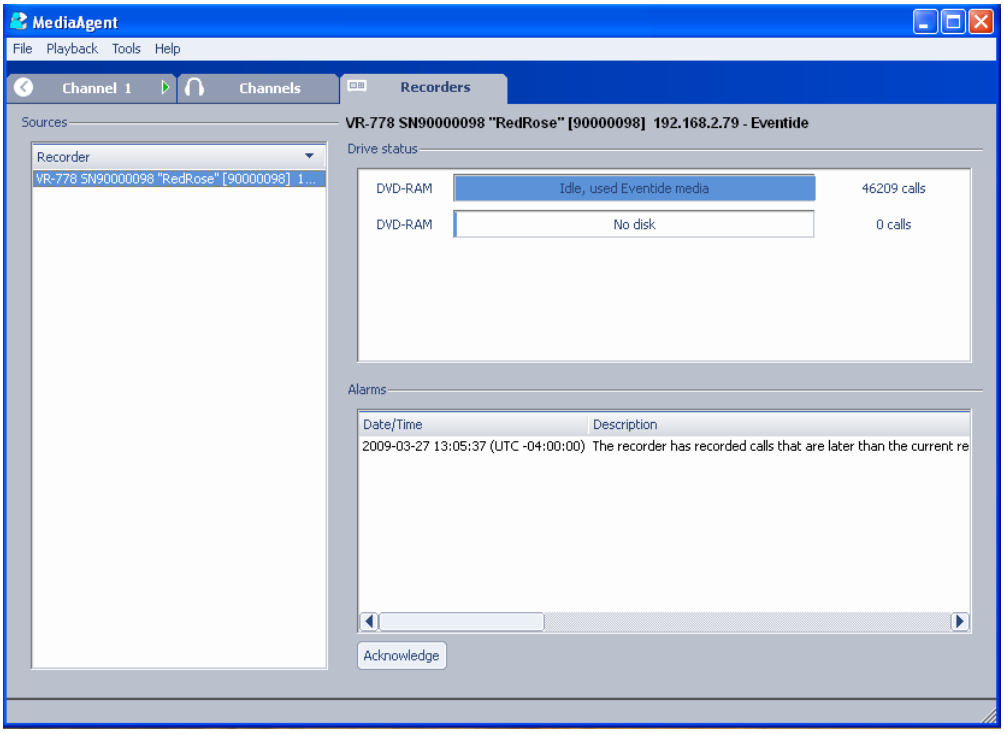
You may add more columns by right-clicking on any area in the column headers and selecting one or more new columns from the drop-down list of column names. Check the box associated with each column name you wish to add and the new column will appear in the Channels tab. To remove a column, uncheck the box associated with that column.

4.6.3. Recorders Tab

The **Recorders** tab, Figure 21, displays live drive and alarm information for connected sources. Select the recorder from the **Sources** list to display the recorder's status information. The **Drive status** reflects the current number and status of drives on the selected recorder. As drives are added or removed from the recorder, (for example, a network archive) the Drive status list will automatically be updated.

The **Alarms** list will display the current active alarms on the source. As new alarms occur, the list will automatically be updated. To acknowledge an alarm, highlight the alarm and click on the **Acknowledge** button. Also, consult with your system administrator about any active alarms.

Figure 21. Recorders Tab



5. Frequently Asked Questions

Question	Answer
How can I work with records in Microsoft Excel?	Information can be moved from an Instant Recall tab to Microsoft Excel using the copy and paste commands. In the Instant Recall tab, first select a record. Then copy the record to the clipboard. Switch to Excel and paste the information into the spread sheet.
Why can't I use Instant Recall over a larger time range?	Your user account may be limited by your system administrator to a specified time window. Check with your system administrator. Otherwise, to research older records on your recorder, use the MediaAgent client application.
I've created a Channel Group for Instant Recall, but cannot see it in the Instant Recall tab! Why not?	After creating a Channel Group, make sure the group is also part of the Visible filters. In the Options screen, select **Filters** from the list on the left. You will see your newly created Channel Group in the **Group** list. Select this Channel Group and click on the right-arrow button to add it to the **Visible** list. This Channel Group will now be available to all of the Instant Recall tabs.
Certain channels from my recorder are not appearing in MediaAgent. Why?	If certain channel name information was recently altered on your recorder, it may be necessary to restart MediaAgent and reconnect to the recorder before those channel names are available in MediaAgent.
I've found a problem with MediaAgent. What should I do?	In addition to the Frequently Asked Questions, you should consult any release notes for information regarding your version of MediaAgent. Also, see Section 6. Reporting Problems.

6. Reporting Problems

It is Eventide's policy to work directly with dealers, not end users. Your dealer must report your problem to Eventide with the following information in order to process the service/support request:

- Serial number(s) of the affected recorder(s).
- Software versions for both the recorder(s) and MediaAgent.
- Severity of the issue, including a detailed description.
- Contact information (phone and email) for the dealer and on-site technician.

To contact Eventide customer service for support, call 201-641-1200 Option 6 followed by Option 2 (Communications/Recorders Division) or email **support@eventide.com**.